

CA 20N
CC
-Z326

VF

How to get a Refund or an Exchange

Sometimes, when you buy something and take it home, you find there's something wrong with what you bought.

Can you get a refund? That means getting all your money back.

Can you get an exchange? That means getting something to replace what you bought.

If you follow these tips you should be able to.

1. Before you buy something, ask the salesperson if you can take it back.

Ask if you will get all your money back.

Ask if you will get an exchange.



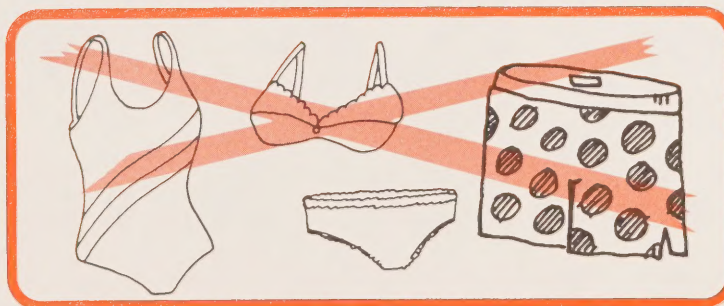
2. When you buy on sale, be extra careful.

Most of the time, when you buy on sale, you can't return what you bought.



3. There are some things you can never take back.

You can't return bathing suits. You can't return underwear.



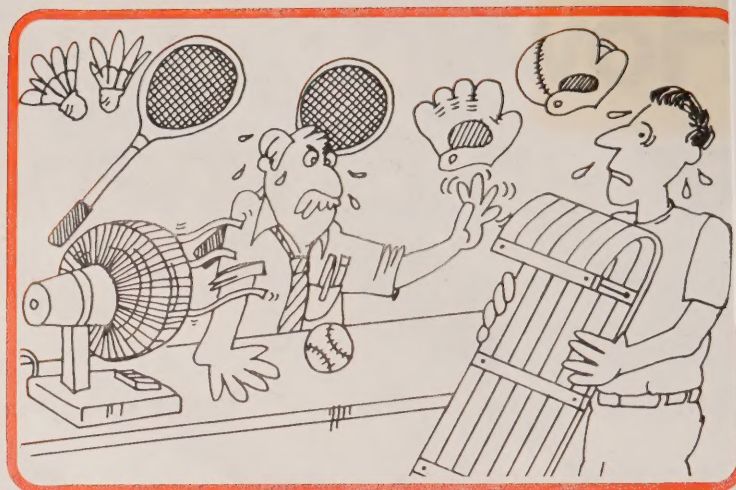
Ontario

Ministry of
Consumer and
Commercial
Relations

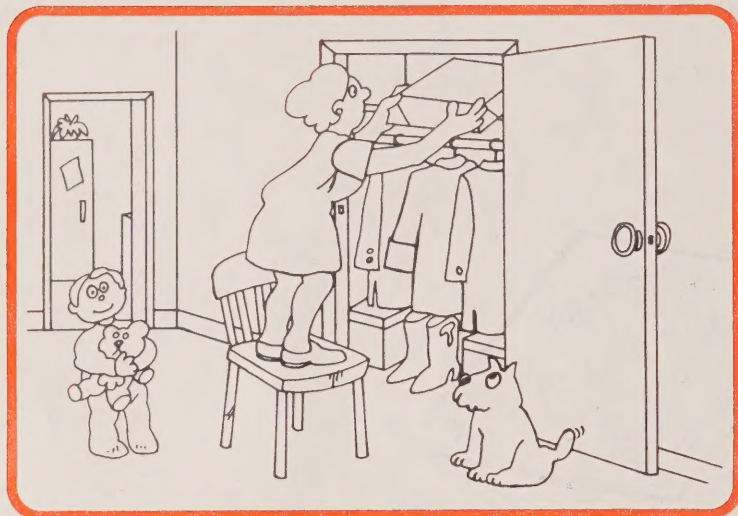


4. Don't wait too long to return something.

Take it back right away.
Some stores won't let
you return things after a
certain number of days.



3 1761 11469586 9

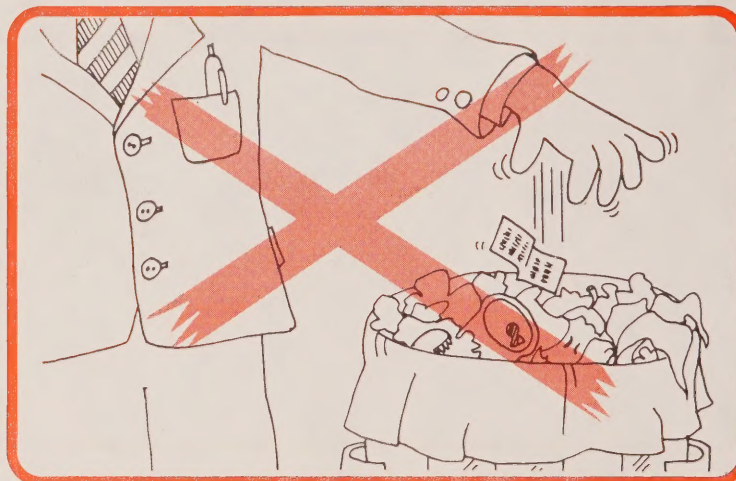


5. Leave the thing you bought exactly as you bought it.

Don't wear it.
Don't cut off tags or labels.
Keep it in the bag, so it
won't get dirty.
Put it somewhere safe,
so it won't get broken.

6. Don't throw the sales slip away.

Keep it somewhere
safe.
You can keep it in the
bag with the thing
you're going to take
back.



If you follow these tips, you should be able to return what you bought.

If you have any problems getting a refund or an exchange, get help from someone you know and trust.